CAPPS Financials Service Requests (SRs) Report

Date of Report: June 01, 2022

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Count of Module	
Accounts Payable		**33**
Asset Management		**12**
Billing		**1**
Cash Receipts		**8**
ePro		**9**
General Ledger		**43**
Interfaces	Assessment	1
	Assigned	2
	Awaiting Customer	4
	In Work	2
	Pending Prod Approval	2
	Release Assignment	2
	Total	**13**
None	Acceptance Testing-Agency	1
	Assigned	1
	Total	**2**
Not Applicable		**4**
PeopleTools		**2**
Project Costing		**14**
Purchase Orders		**21**
Reports		**32**
Security		**31**
Suppliers	Assigned	1
	Awaiting Customer	1
	In Work	1
	Pending Prod Approval	1
	Release Assignment	1
	Total	**5**
Travel and Expense	Acceptance Testing-Statewide	3
	Assigned	6
	In Work	7
	Release Assignment	2
	System Test	3
	Total	**21**
Workflow		**14**
Grand Total	**265**	

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing-Agency	10
Acceptance Testing-Statewide	4
Assessment	9
Assigned	117
Awaiting Customer	27
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	1
In Work	52
Pending Prod Approval	10
Release Assignment	23
Rework	1
System Test	9
Grand Total	**265**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Count of Module
Accounts Payable	5
Billing	1
Cash Receipts	3
ePro	1
General Ledger	22
Interfaces	3
Not Applicable	3
PeopleTools	2
Project Costing	2
Purchase Orders	5
Reports	5
Security	9
Suppliers	2
Travel and Expense	10
Workflow	2

Totals

Priority	Module Count
High	75
Medium	134
Low	56
Grand Total	**265**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing-Agency	1
Acceptance Testing-Statewide	2
Assessment	2
Assigned	33
Awaiting Customer	3
In Work	24
Pending Prod Approval	2
Release Assignment	4
System Test	4
Grand Total	**75**

All SRs by Status

(Includes Closed, Completed after 05/01/22)

Status	Count of Status
Acceptance Testing-Agency	10
Acceptance Testing-Statewide	4
Assessment	9
Assigned	117
Awaiting Customer	27
Closed	58
Completed	354
Governance	4
Hold	6
Hold- Pending Next Upgrade	2
Hold- Pending Oracle Fix	1
In Work	52
Pending Prod Approval	10
Release Assignment	23
Rework	1
System Test	9
Grand Total	**687**

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CAPPS Financials Trend Report – Service Requests

May 2021 – May 2022

Status	May 2021	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May 2022	Totals
OPENED	428	413	411	559	465	523	449	398	327	373	452	420	390	5608
CLOSED	464	445	418	535	489	494	479	429	339	336	457	431	412	5728

Monthly trend for SR's opened and closed

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